OCCUPATIONAL ANALYSES SERIES

Partsperson

2005

Human Resources and Skills Development Canada
Ressources humaines et Développement des compétences Canada

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Occupational Analyses Series

Partsperson

2005

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The Canadian Council of Directors of Apprenticeship (CCDA) recognizes this Occupational Analysis as the national standard for the occupation of Partsperson.

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OTHER RELATED OCCUPATIONAL TITLES

This analysis covers tasks performed by partspersons whose occupational title has been identified by some provinces and territories of Canada under the following names:

- Automotive Partsperson
- Parts Person
- Parts Technician

LIST OF RED SEAL NATIONAL OCCUPATIONAL ANALYSES

TITLE	NOC* Code
Appliance Service Technician (1997)	7332
Automotive Painter (2005)	7322
Automotive Service Technician (2005)	7321
Baker (1997)	6252
Boilermaker (2003)	7262
Bricklayer (2000)	7281
Cabinetmaker (2000)	7272
Carpenter (1998)	7271
Cement Finisher (1995)	7282
Construction Electrician (2003)	7241
Cook (2003)	6242
Electrical Rewind Mechanic (1999)	7333
Electronics Technician – Consumer Products (1997)	2242
Farm Equipment Mechanic (2000)	7312
Floorcovering Installer (2005)	7295
Glazier (2004)	7292
Hairstylist (2005)	6271
Heavy Duty Equipment Technician (2004)	7312
Industrial Electrician (2003)	7242
Industrial Instrument Mechanic (2000)	2243
Industrial Mechanic (Millwright) (1999)	7311
Insulator (Heat and Frost) (2000)	7293
Ironworker (Generalist) (1993)	7264
Lather (Interior Systems Mechanic) (2002)	7284
Machinist (2005)	7231
Metal Fabricator (Fitter) (2003)	7263

Mobile Crane Operator (1997)	7371
Motorcycle Mechanic (1995)	7334
Motor Vehicle Body Repairer (Metal and Paint) (2005)	7322
Oil Burner Mechanic (1997)	7331
Painter and Decorator (2000)	7294
Partsperson (2005)	1472
Plumber (2003)	7251
Powerline Technician (2004)	7244
Recreation Vehicle Mechanic (2000)	7383
Refrigeration and Air Conditioning Mechanic (2004)	7313
Roofer (1997)	7291
Sheet Metal Worker (1997)	7261
Sprinkler System Installer (2003)	7252
Steamfitter – Pipefitter (1996)	7252
Tilesetter (2004)	7283
Tool and Die Maker (1997)	7232
Transport Trailer Technician (2003)	7321
Truck and Transport Mechanic (2000)	7321
Welder (2004)	7265

* National Occupational Classification

Requests for these publications should be forwarded to:

Trades and Apprenticeship Division
Human Resources Partnerships
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These publications are also available to order or download online at: **www.red-seal.ca**.

FOREWORD

The first National Conference on Apprenticeship in Trades and Industries, held in Ottawa in 1952, recommended that the federal government be requested to co-operate with provincial apprenticeship committees and officials in preparing analyses of a number of skilled occupations. To this end, Human Resources and Skills Development Canada (HRSDC) sponsors a program, under the guidance of the Canadian Council of Directors of Apprenticeship (CCDA), to develop a series of occupational analyses.

The Occupational Analysis Program has the following objectives:

- to identify and group the tasks performed by skilled workers in particular occupations;
- to identify those tasks that are performed by skilled workers in every province and territory;
- to develop instruments for use in the preparation of Interprovincial Standards "Red Seal" Examinations and curricula for training leading to the certification of skilled workers;
- to facilitate the mobility, in Canada, of apprentices and skilled workers;
- to supply employers and employees, and their associations, industries, training institutions and governments with analyses of the tasks performed in particular occupations.

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GUIDE TO ANALYSIS

DEVELOPMENT OF ANALYSIS

A draft analysis is developed by a committee of industry experts in the field led by a team of facilitators. This draft analysis identifies all the tasks performed in the occupation.

The draft is translated and reviewed by the NOA Team of HRSDC. A copy of this analysis is then forwarded to provincial/territorial authorities for review by specialists in the field. Their recommendations are assessed and incorporated into the final draft.

The occupational analysis is published in both official languages.

STRUCTURE OF ANALYSIS

To facilitate understanding of the nature of the occupation, the work performed is divided into the following divisions:

BLOCK – is the largest division within the analysis and reflects a distinct operation relevant to the occupation.

TASK – is the distinct activity that, combined with others, makes up the logical and necessary steps the worker is required to perform to complete a specific assignment within a "BLOCK".

SUB-TASK – is the smallest division into which it is practical to subdivide any work activity and, combined with others, fully describes all duties constituting a "TASK".

Supporting Knowledge & Abilities

The elements of skill and knowledge that an individual must acquire to adequately perform the sub-task.

Trends

Any shifts or changes in technology that affect the block.

Related Components

All components related to tasks within a specified block being undertaken by the partsperson.

Tools and Equipment

All tools and equipment necessary for the partsperson to perform the work on all given tasks identified within the block.

VALIDATION METHOD

At the request of the Canadian Council of Directors of Apprenticeship (CCDA), the Standardization Sub-committee developed a method for validating the Red Seal National Occupational Analyses.

A draft of the analysis is sent to all jurisdictions for validation. Each jurisdiction rates the sub-tasks and applies percentage ratings to blocks and tasks. This method for the validation of the National Occupational Analysis identifies common core tasks across Canada for a specific occupation. This feature facilitates the weighting of the Interprovincial Standards "Red Seal" Examinations.

DEFINITIONS

YES: the sub-task is performed by workers in the occupation in a specific jurisdiction.

NO: the sub-task is not performed by workers in the occupation in a specific jurisdiction.

BLOCK %: the average number of questions (items), derived from the collective decision made by workers within the occupation from all areas of Canada, that will be placed on an interprovincial examination to assess each block of the analysis.

TASK %: the average number of questions (items), derived from the collective decision made by workers within the occupation from all areas of Canada, that will be placed on an interprovincial examination to assess each task of the analysis.

NV: Not Validated by a province/territory.

ND: Not Designated in a province/territory.

PROVINCIAL/TERRITORIAL ABBREVIATIONS

NL: Newfoundland and Labrador
NS: Nova Scotia
PE: Prince Edward Island
NB: New Brunswick
QC: Quebec
ON: Ontario
MB: Manitoba
SK: Saskatchewan
AB: Alberta
BC: British Columbia
NT: Northwest Territories
YT: Yukon
NU: Nunavut

COMMON CORE

The criteria for determining common core depend on the performance of sub-tasks. If at least 70% of the responding jurisdictions (excluding NVs and NDs) perform a sub-task, it shall be considered common core.

Interprovincial Standards "Red Seal" Examinations are based on the common core identified through this validation process. Validation identifies what will be assessed through the interprovincial examination.

BLOCKS AND TASKS WEIGHTING (APPENDIX D)

This appendix represents the block and task percentages as submitted by each jurisdiction.

Each jurisdiction, with the use of a provincial/territorial occupational advisory committee, validates the content, places percentages on blocks and tasks, and indicates whether or not the sub-tasks are performed by the skilled workers within the occupation. The results of this exercise are submitted to the NOA Team who then analyzes the data and develops this appendix which provides the individual jurisdictional validation results as well as the national averages of all responses.

PIE CHART (APPENDIX E)

The graph depicts the national percentages assigned to blocks in the analysis.

SCOPE OF THE PARTSPERSON OCCUPATION

Partspersons perform ordering, warehousing, inventory control and sales of parts. Their duties also include identifying parts and equipment, searching for parts, shipping and receiving parts, providing customer service and advice, and maintaining records.

Partspersons work in various industries such as automotive service, commercial transport, heavy duty equipment, small engine repair, aeronautics, agricultural equipment and marine equipment. They may work at either wholesale or retail levels or with end users. They may work with a broad range of aftermarket parts or in a more narrow scale, supplying parts for a particular make of vehicle or product. The work environment for partspersons is generally indoors in a warehouse and at a service counter. Some partspeople may perform deliveries of parts to their customers. Partspersons generally work in teams that include retail service staff, sales staff and service technicians.

Although the activities performed by a partsperson are similar for all industries in which they work, the product knowledge required is dramatically different. Therefore, they require an up-to-date knowledge of the industry as well as technical knowledge and the ability to describe parts and their applications to customers. It should be noted, however, that the scope of this trade does not include the ability to apply this knowledge to diagnosing or repairing mechanical problems.

The computer and parts catalogues, both written and electronic, are the most important tools for the partsperson. Databases, online catalogues and inventory control systems are necessary for ordering and organizing parts and for retrieving information.

As with all trades, safety is important to partspersons. Hazards that are present in a warehouse environment include operating large equipment such as forklifts and handling hazardous materials.

Key attributes for people entering this trade are: excellent interpersonal and customer service skills, computer application skills, problem solving skills, mathematical skills, manual dexterity and mechanical aptitude. Physical considerations for this occupation include considerable amount of time standing, walking and lifting. This trade appeals to service-oriented people. This career offers stable employment not highly affected by seasonal employment trends.

Experienced partspersons may advance to other positions such as sales representative, purchasing representative, parts department manager, store manager or store owner.

OCCUPATIONAL OBSERVATIONS

Computerized inventory systems have become standard and well-developed computer skills are a necessity for partspersons today. Recent technological advances have been in the areas of computerized inventory control which re-order parts automatically and ordering and wireless tracking devices.

Partsperson training and continuous technical upgrading are necessary to keep abreast of new products and technology.

SAFETY

Safe working procedures and conditions, accident prevention and the preservation of health are of primary importance to industry in Canada. These responsibilities are shared and require the joint efforts of government, employers and employees. It is imperative that all parties are aware of circumstances and conditions that may lead to injury or harm. Safe learning experiences and environments can be created by controlling the variables and behaviours that may contribute to accidents or injury.

It is generally recognized that a safety-conscious attitude and work practices contribute to a healthy, safe and accident-free working environment.

It is imperative to apply and be familiar with the Occupational Health and Safety Acts and Workplace Hazardous Material Information System (WHMIS) Regulations. As well, it is essential to determine workplace hazards and take measures to protect oneself, co-workers, the public and the environment.

As safety education is an integral part of training in all jurisdictions, personal safety practices are not recorded in this document. However, the technical safety aspect relating to each task and sub-task are included throughout this analysis.

ANALYSIS

BLOCK A

OCCUPATIONAL SKILLS

Trends: *There is a vast increase in the use of online and CD-ROM resources; these are replacing paper and microfiche resources. The use and enforcement of use of personal protective equipment (PPE) and safety equipment is increasing. There has been more multi-media communication using forms such as e-mail, cellular phones, wireless technology and digital photography. Customer access to company websites has increased allowing customers to price and order parts electronically.*

Related Components: Not applicable.

Tools and Equipment: See appendix A.

Task 1 Uses tools and equipment.

Sub-task

1.01 Uses catalogues and price lists.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.01.01	knowledge of types of catalogues such as printed and electronic
1.01.02	knowledge of types of price lists such as retail, wholesale and cost
1.01.03	knowledge of manufacturers' product lines
1.01.04	knowledge of employers' product lines and vendors
1.01.05	knowledge of catalogue indexing such as Weatherly index and alphabetical index
1.01.06	ability to interpret manufacturers' terminology
1.01.07	ability to identify manufacturer of specific item

1.01.08	ability to use catalogue sections such as glossary, index and main body
1.01.09	ability to locate part number in catalogue
1.01.10	ability to interpret price list

Sub-task

1.02 Uses hand tools.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.02.01	knowledge of types of hand tools
1.02.02	knowledge of standard (Society of Automotive Engineers [SAE]) and metric systems
1.02.03	ability to maintain hand tools
1.02.04	ability to store hand tools
1.02.05	ability to recognize worn, damaged or defective hand tools

Sub-task

1.03 Operates power tools.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.03.01	knowledge of types of power tools such as grinders, cut-off saws, hydraulic presses and electric drills
1.03.02	knowledge of operating procedures
1.03.03	ability to perform basic maintenance on power tools

	1.03.04	ability to store power tools
	1.03.05	ability to recognize worn, damaged or defective power tools

Sub-task

1.04 Operates warehouse tools and equipment.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.04.01	knowledge of types of warehouse tools and equipment such as forklifts, pallet jacks, handcarts, banding and strapping equipment, and staplers
1.04.02	knowledge of applications of warehouse tools and equipment
1.04.03	knowledge of limitations of lifting equipment
1.04.04	ability to recognize safe lifting locations and points
1.04.05	ability to perform basic maintenance on warehouse tools and equipment
1.04.06	ability to recognize worn, damaged or defective warehouse tools and equipment

Sub-task

1.05 Uses measuring and testing tools and equipment.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.05.01	knowledge of types of measuring and testing tools and equipment such as measuring tapes, vernier calipers, micrometers, scales and battery testers

1.05.02	knowledge of standard (SAE), imperial and metric systems
1.05.03	ability to store measuring and testing tools and equipment
1.05.04	ability to recognize worn, damaged or defective measuring and testing tools and equipment

Sub-task

1.06 Operates business machines. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.06.01	knowledge of types of business machines such as fax machines, photocopiers, debit/credit card machines, cash registers, printers and postage meters
1.06.02	knowledge of operating procedures
1.06.03	ability to perform basic maintenance on business machines

Sub-task

1.07 Operates computers. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.07.01	knowledge of applicable systems such as cataloguing, inventory control, invoicing, pricing, scanning and purchasing systems
1.07.02	ability to log onto computer
1.07.03	ability to load programs
1.07.04	ability to create and interpret computer-generated documents such as customer records, purchase orders and special orders

1.07.05	ability to search for and order parts online using intranets, Internet and virtual private networks (VPN)
1.07.06	ability to access information on CD-ROM and Internet
1.07.07	ability to troubleshoot computer systems and programs

Sub-task

1.08 Uses personal protective equipment (PPE).

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.08.01	knowledge of types of PPE such as boots, respiratory equipment, hardhats, gloves, hearing and eye protection
1.08.02	knowledge of workplace health and safety regulations and policies
1.08.03	ability to recognize unsafe or potentially hazardous conditions

Sub-task

1.09 Uses safety equipment.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

1.09.01	knowledge of types of safety equipment such as eye wash stations, first aid kits, fire extinguishers, fire blankets, spill containment equipment, safety harnesses and lanyards
1.09.02	knowledge of workplace health and safety regulations and policies
1.09.03	knowledge of location of safety equipment
1.09.04	ability to operate safety equipment

1.09.05	ability to inspect safety equipment
1.09.06	ability to store safety equipment
1.09.07	ability to recognize hazards

Task 2 Organizes work.

Sub-task

2.01 Interprets documents.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

2.01.01	knowledge of types of media such as paper, microfiche, on-line and CD-ROM
2.01.02	knowledge of types of documents such as catalogues, technical service bulletins, recalls and manuals
2.01.03	ability to determine relevance of information
2.01.04	ability to file relevant information
2.01.05	ability to interpret safety documentation such as Material Safety Data Sheets (MSDS) and transportation of dangerous goods (TDG) booklets
2.01.06	ability to update equipment records

Sub-task

2.02 Maintains safe work environment.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

2.02.01	knowledge of applicable safety standards and regulations such as WHMIS and *Occupational Health and Safety Act* (OH&S)

2.02.02	knowledge of fire hazards
2.02.03	knowledge of good housekeeping practices
2.02.04	knowledge of location of safety equipment
2.02.05	knowledge of lock-up procedures
2.02.06	knowledge of security and crime prevention procedures
2.02.07	knowledge of lifting techniques
2.02.08	knowledge of handling techniques for sensitive inventory such as air bags, air brake chambers, wheels, rims, tires and tracks
2.02.09	ability to store and handle dangerous goods such as batteries, and corrosive and explosive chemicals
2.02.10	ability to recognize and correct unsafe practices

Sub-task

2.03 Prioritizes tasks.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

2.03.01	knowledge of critical deadlines and schedules
2.03.02	ability to manage multiple customer situations
2.03.03	ability to reassess priorities
2.03.04	ability to assign a schedule to work load
2.03.05	ability to map out picking sequence to save time
2.03.06	ability to unpack material according to importance

Task 3 Communicates with others.

Sub-task

3.01 Communicates in person. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

3.01.01	knowledge of active listening techniques
3.01.02	knowledge of verbal and non-verbal communication techniques
3.01.03	knowledge of parts terminology
3.01.04	knowledge of motive power terminology
3.01.05	knowledge of questioning techniques such as open ended and closed ended
3.01.06	ability to acknowledge customer
3.01.07	ability to listen and attend to customer
3.01.08	ability to identify yourself and your role to the customer
3.01.09	ability to communicate at the customer's level
3.01.10	ability to present an image of competence and quality
3.01.11	ability to communicate with other professionals such as technicians, co-workers, management and suppliers
3.01.12	ability to interpret customers' requirements
3.01.13	ability to resolve conflicts

Sub-task

3.02 Communicates by writing and illustrations.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

3.02.01	knowledge of e-mail etiquette
3.02.02	knowledge of parts terminology
3.02.03	knowledge of motive power terminology
3.02.04	ability to write concisely
3.02.05	ability to use e-mail software
3.02.06	ability to create basic mechanical drawings
3.02.07	ability to perform parts search by writing to suppliers

Sub-task

3.03 Communicates by phone.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

3.03.01	knowledge of telephone etiquette
3.03.02	knowledge of parts terminology
3.03.03	knowledge of motive power terminology
3.03.04	knowledge of questioning techniques such as open ended and closed ended
3.03.05	ability to acknowledge customer
3.03.06	ability to listen and attend to customer
3.03.07	ability to identify yourself and your role to the customer
3.03.08	ability to interpret customer's requirements

3.03.09	ability to lead customer through detailed identification of parts
3.03.10	ability to communicate at the customer's level
3.03.11	ability to resolve conflicts
3.03.12	ability to present an image of competence and quality
3.03.13	ability to manage multiple lines and messaging systems
3.03.14	ability to communicate with other professionals such as technicians, co-workers, management and suppliers

BLOCK B

CUSTOMER SERVICE

Trends: *There has been an increase in value-added services such as on-site training, inventory control and re-ordering, preventative maintenance records and expediting service. Partspersons have increased their use of multi-media (i.e. Internet, e-mail, fax) to communicate with customers. Increased competition in the industry has emphasized the importance of high quality customer service.*

Related Components: Catalogue racks, media storage library, files, boxes, bags, promotional material, price lists, business cards, CDs.

Tools and Equipment: See appendix A.

Task 4 Services retail customers.

Sub-task

4.01 Identifies retail customers' needs.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

4.01.01	knowledge of vehicles, equipment and products
4.01.02	ability to ask specific questions
4.01.03	ability to interpret customer's description of parts problem
4.01.04	ability to recognize used parts and their functions
4.01.05	ability to match used parts with replacement parts
4.01.06	ability to identify related parts and accessories required

Sub-task

4.02 Refers retail customers to technical experts.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

4.02.01	knowledge of consequences of inappropriate advice such as legal liability
4.02.02	knowledge of available technical support
4.02.03	ability to contact manufacturers and suppliers for technical support
4.02.04	ability to research resources for technical support

Task 5 Services wholesale customers.

Sub-task

5.01 Facilitates technical information sharing.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

5.01.01	knowledge of new products, tools and equipment
5.01.02	knowledge of available technical support and information
5.01.03	ability to research resources for technical information
5.01.04	ability to contact manufacturers and suppliers for technical information
5.01.05	ability to communicate technical information to wholesale customers

Sub-task

5.02 Facilitates training to wholesale customers.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

5.02.01	knowledge of new products, tools and equipment
5.02.02	knowledge of customer base
5.02.03	knowledge of product representatives
5.02.04	ability to recognize current and potential training needs
5.02.05	ability to recognize real and potential product benefits to wholesale customers
5.02.06	ability to plan and set up training resources

Task 6 Services internal customers/technicians.

Sub-task

6.01 Supplies shop equipment.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

6.01.01	knowledge of types of tools and equipment
6.01.02	knowledge of suppliers and manufacturers of tools and equipment
6.01.03	knowledge of repair resources for shop equipment
6.01.04	knowledge of related company policies
6.01.05	ability to expedite repairs of shop equipment

6.01.06	ability to arrange warranty repairs for shop equipment
6.01.07	ability to maintain tool catalogues

Sub-task

6.02 Maintains parts records for internal customers.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

6.02.01	knowledge of customer fleets
6.02.02	knowledge of maintenance parts for fleets
6.02.03	knowledge of preventative maintenance programs
6.02.04	knowledge of record keeping procedures
6.02.05	ability to survey fleets
6.02.06	ability to find history of maintenance parts
6.02.07	ability to access preventative maintenance records
6.02.08	ability to provide recommendations on stocking levels

Task 7 Provides general customer service and support.

Sub-task

7.01 Prepares customer quotes.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

7.01.01	knowledge of customer requirements
7.01.02	knowledge of price levels

7.01.03	knowledge of documentation required
7.01.04	knowledge of filing/database systems
7.01.05	knowledge of related parts and products required to perform customers' task
7.01.06	ability to retrieve quotes from filing/database systems
7.01.07	ability to price out all requirements
7.01.08	ability to make calculations such as volume discounts, freight charges, duty and currency exchange rates

Sub-task

7.02 Provides product to customer. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

7.02.01	knowledge of delivery systems
7.02.02	knowledge of customers' delivery and timeline requirements
7.02.03	knowledge of motive structural and mechanical systems
7.02.04	ability to provide parts documentation such as installation instructions and MSDS
7.02.05	ability to explain warranty and return policy
7.02.06	ability to explain parts price and availability (P&A) to customer

Sub-task

7.03 Provides value-added services.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

7.03.01	knowledge of customers' needs
7.03.02	knowledge of types of value-added services for retail customers such as basic installation, testing parts and batteries, and recommending complementary products
7.03.03	knowledge of types of value-added services for wholesale customers such as on-site inventory management, discount pricing and expediting services
7.03.04	ability to expand business process to accommodate customers' needs
7.03.05	ability to recognize potential new customers

Sub-task

7.04 Records customer information.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

7.04.01	knowledge of company policy and information required
7.04.02	knowledge of privacy legislation
7.04.03	ability to collect customer information for records
7.04.04	ability to enter information on database
7.04.05	ability to explain mailing list options to customer
7.04.06	ability to collect information for payment options and credit applications

Sub-task

7.05 Provides follow-up service. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

7.05.01	knowledge of customer information database
7.05.02	knowledge of sales patterns
7.05.03	ability to access customer information and records
7.05.04	ability to assess follow-up requirements
7.05.05	ability to track cores
7.05.06	ability to confirm receipt of parts
7.05.07	ability to confirm proper quantity and application of parts
7.05.08	ability to follow up with customer about seasonal sales or specials

BLOCK C

PARTS ACQUISITION

Trends: *Increased use of the Internet and computer catalogues to identify manufacturers' parts has made the acquisition of parts more efficient. There is an increased availability of re-manufactured parts. There is more emphasis on sourcing parts for retail as well as wholesale customers. Serial number driven searches are becoming more common.*

Related Components: Purchase order, vendor list, warranty documents (in-house and manufacturer), vendors' catalogue, service manual, buyer's guide, cross reference book, pick list ticket, supersession list, discontinue list, courier schedule, technical assistance, store layout, pen, pencil, carbon paper, masking tape, packing tape, staples, parts cleaner.

Tools and Equipment: Warehouse tools and equipment, measuring and testing tools and equipment, reference tools, business machines and communication equipment, safety equipment and personal protective equipment.

Task 8 Identifies parts.

Sub-task

8.01 Identifies parts function.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

8.01.01	knowledge of motive structural and mechanical systems
8.01.02	knowledge of parts terminology
8.01.03	knowledge of product lines carried
8.01.04	ability to recognize parts
8.01.05	ability to collect necessary information

Sub-task

8.02 Identifies parts application.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

8.02.01	knowledge of equipment such as automotive, agricultural, industrial and marine
8.02.02	knowledge of power equipment such as chain saws, trimmers and lawn mowers
8.02.03	knowledge of operating systems
8.02.04	knowledge of product lines carried
8.02.05	ability to determine application such as VIN, year, make and models
8.02.06	ability to interpret component identification numbers such as serial numbers, arrangement numbers, drawing numbers and model number
8.02.07	ability to interpret equipment serial number
8.02.08	ability to collect necessary information
8.02.09	ability to determine customer modification to vehicle and/or parts

Sub-task

8.03 Identifies parts number.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

8.03.01	knowledge of available resources such as computer, catalogue and microfiche
8.03.02	knowledge of parts terminology
8.03.03	knowledge of technical assistance
8.03.04	knowledge of product lines carried

8.03.05	ability to locate casting number, original equipment manufacturer (OEM) and supplier number on parts
8.03.06	ability to cross-reference number

Task 9 Searches inventory for parts.

Sub-task

9.01 Identifies bin location. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

9.01.01	knowledge of store and warehouse layout
9.01.02	knowledge of bin location system and part location
9.01.03	knowledge of alphanumeric system
9.01.04	ability to locate product
9.01.05	ability to search for bin location
9.01.06	ability to read a pick list/ticket

Sub-task

9.02 Picks parts and material. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

9.02.01	knowledge of store and warehouse layout
9.02.02	knowledge of size and weight of part
9.02.03	knowledge of product location
9.02.04	knowledge of destination of product such as delivery bin, front counter and back counter

9.02.05	knowledge of shortage procedures
9.02.06	ability to select carrying devices such as hand truck, dolly, cart and battery carrier
9.02.07	ability to read a pick list/ticket
9.02.08	ability to determine picking sequence
9.02.09	ability to inform shipping department of rush orders
9.02.10	ability to place parts on hold for future pick-up
9.02.11	ability to understand invoice procedures
9.02.12	ability to compare parts by visual inspection and identifying modifications
9.02.13	ability to recognize damaged products

Task 10 Sources parts.

Sub-task

10.01 Identifies suppliers.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

10.01.01	knowledge of available vendors such as OEM and aftermarket
10.01.02	ability to compare profit margins

Sub-task

10.02 Purchases parts.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

10.02.01	knowledge of profit margin

10.02.02	knowledge of extra costs such as shipping, customs, currency exchange and brokerage
10.02.03	knowledge of vendors' return policy and warranty
10.02.04	ability to communicate with vendors
10.02.05	ability to calculate net cost
10.02.06	ability to make back order arrangements
10.02.07	ability to issue a purchase order (PO)
10.02.08	ability to follow up on back orders
10.02.09	ability to follow up on outstanding orders
10.02.10	ability to compare parts by visual inspection and identifying modifications

Sub-task

10.03 Arranges for shipment. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

10.03.01	knowledge of extra costs such as shipping, customs, currency exchange and brokerage
10.03.02	knowledge of lost time costs
10.03.03	knowledge of pick-up procedures
10.03.04	knowledge of courier schedule
10.03.05	ability to calculate estimated time of arrival (ETA)
10.03.06	ability to expedite shipment
10.03.07	ability to follow up on back orders
10.03.08	ability to follow up on outstanding orders

BLOCK D

WAREHOUSING AND INVENTORY

Trends: *There is an increase in bar coding systems. There is more automated ordering and inventory control, monitoring factors such as seasonal items, lost sales, recalls and manual orders. Less labour intensive warehousing is being used to cut costs. Electronic shipping and receiving has increased. Automated inventory management has decreased reliance on on-site storage. There is an increased use of electronic methods for tracking shipments, arranging pick-ups, completing documents and receiving inventory. More stringent regulations regarding shipments are in place. There is an increase in international shipping resulting in increased documentation.*

Related Components: Shipping containers (international, domestic), pallets, labels, shelving, bin boxes, shipping documents, shipping supplies.

Tools and Equipment: See appendix A.

Task 11 Handles parts and materials.

Sub-task

11.01 Creates storage design layout. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

11.01.01	knowledge of types of warehouse layout
11.01.02	knowledge of dimensions of parts and materials
11.01.03	knowledge of space requirements for warehouse equipment
11.01.04	knowledge of storage requirements for dangerous goods
11.01.05	knowledge of space requirements for potential future expansion
11.01.06	ability to assist in warehouse development

	11.01.07	ability to plan placement of parts considering factors such as weight, size and shape
	11.01.08	ability to utilize space to maximum potential

Sub-task

11.02 Handles specialized products. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

	11.02.01	knowledge of specialized products such as hazardous goods, paint and batteries
	11.02.02	knowledge of specialized products' storage requirements such as temperature and light
	11.02.03	knowledge of disposal and storage regulations of specialized products
	11.02.04	ability to recognize specialized products

Sub-task

11.03 Rotates stock. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

	11.03.01	knowledge of first in/first out stock rotation
	11.03.02	knowledge of shelf life of time sensitive products such as adhesives, paint and wet batteries
	11.03.03	ability to schedule stock rotation
	11.03.04	ability to interpret expiry information on product

Sub-task

11.04 Places inventory in designated location.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

11.04.01	knowledge of stock placement systems such as alphanumeric and numeric
11.04.02	knowledge of regulations that apply to warehouse equipment
11.04.03	knowledge of safe lifting practices
11.04.04	ability to identify parts and products
11.04.05	ability to correct errors in parts location
11.04.06	ability to manage overstock

Task 12 Manages inventory.

Sub-task

12.01 Manages core and warranty inventory.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

12.01.01	knowledge of manufacturers' return policy
12.01.02	knowledge of manufacturers' and suppliers' warranty requirements
12.01.03	knowledge of in-house return policy
12.01.04	ability to process core return documents
12.01.05	ability to process warranty documents
12.01.06	ability to temporarily store cores and warranty returns

12.01.07	ability to recognize rebuildable cores
12.01.08	ability to refuse returns if requirements not met
12.01.09	ability to assess value of damaged core

Sub-task

12.02 Maintains stock levels.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

12.02.01	knowledge of order point systems such as minimum/maximum
12.02.02	knowledge of local market trends
12.02.03	knowledge of volume discounts
12.02.04	knowledge of inventory unit of measure such as length and quantity
12.02.05	knowledge of inventory turnover
12.02.06	knowledge of seasonal trends
12.02.07	ability to recognize critical stock levels by inventory type such as seasonal, fast-moving and crucial stock
12.02.08	ability to manage inventory such as overstock, phase-in, phase-out and obsolescent

Sub-task

12.03 Registers lost sales.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

12.03.01	knowledge of methods of tracking lost sales such as computer and hand written

12.03.02	knowledge of types of lost sales such as stocking and non-stocking
12.03.03	knowledge of importance of registering lost sales
12.03.04	ability to record lost sales

Sub-task

12.04 Participates in periodic physical inventory count.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

12.04.01	knowledge of warehouse layout
12.04.02	knowledge of company count method
12.04.03	knowledge of reasons for inventory count
12.04.04	ability to complete count and recount sheets
12.04.05	ability to find on-hand inventory
12.04.06	ability to recognize inventory variances
12.04.07	ability to advise appropriate personnel when inventory discrepancies are discovered

Sub-task

12.05 Maintains supersession records.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

12.05.01	knowledge of types of supersession records
12.05.02	knowledge of company policy on supersession records

12.05.03	ability to interpret supersession records
12.05.04	ability to record and change superseded part numbers in record system and physical location

Task 13 Performs shipping/receiving duties.

Sub-task

13.01 Verifies incoming shipment. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

13.01.01	knowledge of receiving procedures
13.01.02	knowledge of handling procedures for hazardous goods
13.01.03	knowledge of types of shipping containers
13.01.04	knowledge of inspection procedures
13.01.05	knowledge of shipping terminology such as free on board (FOB) points, short shipments and back orders
13.01.06	knowledge of company policies regarding refusal/acceptance of shipments
13.01.07	knowledge of transportation companies' policies regarding claims
13.01.08	knowledge of hazardous goods regulations such as TDG and WHMIS
13.01.09	knowledge of safe lifting practices
13.01.10	ability to recognize and record damage to products on shipping documents
13.01.11	ability to interpret shipping documents such as waybills, packing slips and bills of lading
13.01.12	ability to verify shipping information

13.01.13	ability to unload shipment
13.01.14	ability to unpack shipment
13.01.15	ability to confirm counts and description with packing slip and order form
13.01.16	ability to enter received parts into inventory record system
13.01.17	knowledge of customs regulations, brokers and charges

Sub-task

13.02 Records order discrepancies. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

13.02.01	knowledge of shipping documents
13.02.02	knowledge of freight company policies
13.02.03	ability to interpret shipping documentation
13.02.04	ability to record discrepancies on shipping documents

Sub-task

13.03 Prepares shipment. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

13.03.01	knowledge of company billing documents such as invoices and pick lists/tickets
13.03.02	knowledge of shipping terminology such as consignee, consignor, cash on delivery (COD), prepaid and collect
13.03.03	knowledge of packaging and labelling regulations

13.03.04	knowledge of shipping and handling procedures for dangerous goods
13.03.05	knowledge of types of shipping supplies such as metal, plastic, nylon and cardboard
13.03.06	ability to verify invoiced items for shipping
13.03.07	ability to package and label products for safe and damage-free transport
13.03.08	ability to record weight and dimensions of products for calculations of freight charges to complete shipping documentation
13.03.09	ability to load truck

Sub-task

13.04 Ships products. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

13.04.01	knowledge of company billing documents such as invoices and pick lists/tickets
13.04.02	knowledge of shipping documents such as bill of lading, commercial invoices and customs documents
13.04.03	knowledge of shipping terminology such as consignee, consignor, COD, prepaid and collect
13.04.04	knowledge of labelling regulations
13.04.05	knowledge of methods of transportation such as courier, post, air and ground
13.04.06	knowledge of freight company schedules
13.04.07	ability to communicate with freight company to arrange pick-up and delivery
13.04.08	ability to record weight and dimensions of products for calculations of freight charges to complete shipping documentation

BLOCK E

BUSINESS PRACTICES

Trends: *There is an increased use of electronic transactions. Partspersons are becoming more aware of and involved in marketing strategy. More diverse product displays and advertising such as on-line are being used. There is increased importance in upselling to provide more value-added service to customers.*

Related Components: Gondolas, turnstiles, shelving units, pricing labels, warranty manuals and tags, signage, banners, posters, displays, product literature, invoices (pre-printed), deposit books (bank, company), customer account registry.

Tools and Equipment: Reference tools, business machines and communication equipment.

Task 14 Promotes products and services.

Sub-task

14.01 Displays products and literature.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

14.01.01	knowledge of promotional items
14.01.02	knowledge of promotional coupons
14.01.03	knowledge of special tags
14.01.04	knowledge of pricing
14.01.05	knowledge of seasonal trends and items
14.01.06	knowledge of available literature
14.01.07	knowledge of time frame of special
14.01.08	knowledge of location of extra shelving
14.01.09	ability to select products for display
14.01.10	ability to determine strategic location for display
14.01.11	ability to utilize space available for display

14.01.12	ability to maintain display and signage
14.01.13	ability to participate in trade show
14.01.14	ability to cross merchandise

Sub-task

14.02 Recommends product to customer.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

14.02.01	knowledge of various products available
14.02.02	knowledge of product features and benefits
14.02.03	knowledge of product dangers such as corrosiveness and flammability
14.02.04	knowledge of product safety regulations such as labelling, MSDS and TDG
14.02.05	knowledge of product warranty
14.02.06	knowledge of related products
14.02.07	knowledge of price value
14.02.08	knowledge of new products
14.02.09	ability to explain product benefits to customer
14.02.10	ability to explain product usage
14.02.11	ability to recognize customers' needs
14.02.12	ability to obtain information on product

Sub-task

14.03 Recommends services to customer.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

14.03.01	knowledge of available services
14.03.02	knowledge of required services
14.03.03	knowledge of warranty options such as customer installation or service installation
14.03.04	knowledge of on-call service
14.03.05	knowledge of work order system
14.03.06	ability to explain services
14.03.07	ability to quote services
14.03.08	ability to recognize needed services

Sub-task

14.04 Upsells related products.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

14.04.01	knowledge of related products
14.04.02	knowledge of product needed to complete task
14.04.03	knowledge of various systems such as mechanical, electrical, hydraulic and cooling
14.04.04	knowledge of selling techniques
14.04.05	ability to explain related products
14.04.06	ability to inform customer of importance of related products

14.04.07	ability to explain benefits of recommended products
14.04.08	ability to encourage repeat business

Task 15 Prices products.

Sub-task

15.01 Labels products.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

15.01.01	knowledge of products
15.01.02	knowledge of pricing structures
15.01.03	knowledge of types of labels such as magnetic, adhesive, tags and computer generated
15.01.04	knowledge of price changes such as price increases and promotional prices
15.01.05	knowledge of product locations
15.01.06	ability to price product
15.01.07	ability to research product number

Sub-task

15.02 Calculates additional costs.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

15.02.01	knowledge of basic mathematics
15.02.02	knowledge of currency exchange
15.02.03	knowledge of additional costs such as freight, taxes and brokerage

15.02.04	knowledge of environmental fees
15.02.05	ability to research and determine additional costs
15.02.06	ability to calculate net price

Sub-task

15.03 Overrides price.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

15.03.01	knowledge of company policy
15.03.02	knowledge of specials/promotions
15.03.03	knowledge of pricing for discontinued items
15.03.04	knowledge of customer discount policy
15.03.05	ability to modify invoice
15.03.06	ability to compare product
15.03.07	ability to research competitors' prices

Task 16 Processes financial transactions.

Sub-task

16.01 Accepts payments.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

16.01.01	knowledge of methods of payment such as cash, credit card, cheques, debit card and in-house charge
16.01.02	knowledge of company financial practices such as return on assets (ROA), terms of payment and central billing

16.01.03	ability to use company accounting systems such as manual and electronic
16.01.04	ability to handle cash and make change
16.01.05	ability to obtain authorization for credit card and cheque payments

Sub-task

16.02 Generates invoices.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

16.02.01	knowledge of types of invoices such as cash, charge, credit and quotes
16.02.02	knowledge of pricing and discounting structure
16.02.03	ability to use company invoice systems such as manual and electronic
16.02.04	ability to verify customer's approved credit limit with the company

Sub-task

16.03 Processes customer warranty returns.

Supporting Knowledge & Abilities

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

16.03.01	knowledge of manufacturers' and suppliers' warranty policies such as duration of coverage and limitations to coverage
16.03.02	ability to verify product warranty eligibility
16.03.03	ability to explain warranty policies to customers

16.03.04	ability to complete warranty documents and original credit notes
16.03.05	ability to label warranty returned items

Sub-task

16.04 Processes day end reports. **Supporting Knowledge & Abilities**

NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU
NV	yes	yes	yes	NV	yes	NV	yes	yes	yes	yes	yes	NV

16.04.01	knowledge of company accounting system
16.04.02	knowledge of basic accounting principles
16.04.03	knowledge of related company policies
16.04.04	ability to balance invoices, cash and credit card receipts
16.04.05	ability to complete banking forms and financial documents

APPENDICES

TOOLS AND EQUIPMENT

Hand Tools

bolt cutters
chain cutters
crimping tools
cutters
files
hacksaw
hammers
knives
magnifying glass
pipe cutter
pliers
pry bar
punches
screwdrivers
socket set
tin snips
vice
wrenches

Power Tools

battery filling station
cut-off saw
electric drill
electric impact gun
grinder
heat gun
hydraulic press
key cutting machine

Warehouse Tools and Equipment

banding and strapping equipment
cart
conveyers
dolly
fork lift
hand carts
hoists
ladders
mobile crane
overhead crane
pallet jacks
shrink wrap machine
stapler
tape gun

Measuring and Testing Tools and Equipment

belt measurer
electrical testers
hydrometer
measuring tape
micrometer
thread gauge
vernier caliper
weigh scale

Reference Tools, Business Machines and Communication Equipment

adding machine
bar code scanner
calculator
cash drawer
cash register
catalogues – printed and electronic
cell phone
computer
debit/credit card machine
digital camera
fax machine
intercom system
microfiche reader
photocopier
postage meter
price lists – printed and electronic
pricing gun
printer
scanner
telephone
two-way radios

Safety Equipment and Personal Protective Equipment

ear protection
eye wash station
fire blanket
fire extinguisher
fire hoses
first aid kit
gloves
goggles
hardhat
protective apron
respirator
safety boots
safety glasses
safety harness
spill containment equipment
stretcher

GLOSSARY

aftermarket	parts that are not made by the original equipment manufacturer (OEM).
application	specific make, model and year that a part applies to.
back order	order with a possible or unknown date of delivery.
bill of lading	shipping document that contains information about the shipment (prepared by the shipper for the carrier).
Block A Occupational Skills	repetitive general skills for many tasks performed by a partsperson that are common across several blocks.
Block B Customer Service	tasks involved in meeting customers' needs.
Block C Parts Acquisition	tasks involved in finding and obtaining parts and products.
Block D Warehousing and Inventory	tasks involved in the shipping/receiving, storage and management of parts and products.
Block E Business Practices	the business and administrative tasks of a partsperson.
central billing	billing system that centralizes accounting at one location.
consignee	person or company receiving a shipment.
consignor	person or company sending a shipment.
cores	parts that are returned for re-manufacturing.
cost price	manufacturers' printed price.
cross merchandising	marketing technique that displays related products together.
cut-off time	ordering deadline for next shipment.
expedite	to track shipments and intervene in shipping and delivery schedules to meet changing requirements and conditions.
gondola	a double-sided, free-standing shelving unit.
jobber	a supplier who markets parts at the wholesale level; also a distinct level of pricing structure.

net price	exact cost price finalized after taxes, fees and freight.
outstanding order	unreceived order with a known date of delivery.
overstock	excess stock requiring additional storage space.
phase-in	criteria used to add a part to inventory.
phase-out	criteria used to take a part out of inventory.
picking	physically retrieving part from internal inventory.
short shipped	quantity of goods received are less than quantity indicated in documentation.
sources	locating parts from external suppliers.
supersession record	record that updates part number changes.
turnover	inventory movement over a specified period of time.
turnstile	free-standing, rotating display unit.
upsell	selling additional or complementary parts or higher quality parts.
waybill	shipping document that contains information about the shipment (prepared by the carrier for the receiver).
Weatherly index	industry system to organize catalogues in catalogue rack.

LIST OF ACRONYMS

COD	cash on delivery
ETA	estimated time of arrival
FOB	free on board
MSDS	Material Safety Data Sheet
OEM	original equipment manufacturer
OH&S	Occupational Health and Safety
P&A	price and availability
PO	purchase order
PPE	personal protective equipment
ROA	return on assets
SAE	Society of Automotive Engineers
TDG	transportation of dangerous goods
VIN	vehicle identification number
VPN	virtual private networks
WHMIS	Workplace Hazardous Materials Information System

BLOCKS AND TASKS WEIGHTING

BLOCK A OCCUPATIONAL SKILLS

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	NV	10	25	20	NV	15	NV	20	25	10	20	10	NV	17%

Task 1 Uses tools and equipment.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	50	30	20	NV	30	NV	40	50	25	20	25	NV	32%

Task 2 Organizes work.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	20	30	30	NV	20	NV	20	20	15	40	25	NV	25%

Task 3 Communicates with others.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	30	40	50	NV	50	NV	40	30	60	40	50	NV	43%

BLOCK B CUSTOMER SERVICE

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	NV	22	25	30	NV	25	NV	25	40	30	25	20	NV	27%

Task 4 Services retail customers.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	20	25	20	NV	25	NV	25	25	25	30	35	NV	26%

Task 5 Services wholesale customers.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	20	25	20	NV	25	NV	25	25	25	30	35	NV	25%

Task 6 Services internal customers/technicians.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	20	25	20	NV	25	NV	25	25	25	30	10	NV	23%

Task 7 Provides general customer service and support.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	40	25	40	NV	25	NV	25	25	25	10	20	NV	26%

BLOCK C PARTS ACQUISITION

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	NV	35	20	10	NV	20	NV	20	5	25	20	50	NV	23%

Task 8 Identifies parts.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	50	35	50	NV	40	NV	50	40	40	35	40	NV	42%

Task 9 Searches inventory for parts.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	20	35	30	NV	20	NV	30	30	30	35	20	NV	28%

Task 10 Sources parts.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	30	30	20	NV	40	NV	20	30	30	30	40	NV	30%

BLOCK D WAREHOUSING AND INVENTORY

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	NV	18	15	20	NV	25	NV	20	20	25	25	10	NV	20%

Task 11 Handles parts and materials.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	30	30	25	NV	25	NV	30	45	20	35	40	NV	31%

Task 12 Manages inventory.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	35	35	50	NV	50	NV	40	35	50	35	40	NV	41%

Task 13 Performs shipping/receiving duties.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	35	35	25	NV	25	NV	30	20	30	30	20	NV	28%

BLOCK E BUSINESS PRACTICES

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	National Average
%	NV	15	15	20	NV	15	NV	15	10	10	10	10	NV	13%

Task 14 Promotes products and services.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	40	35	40	NV	50	NV	55	65	40	35	40	NV	44%

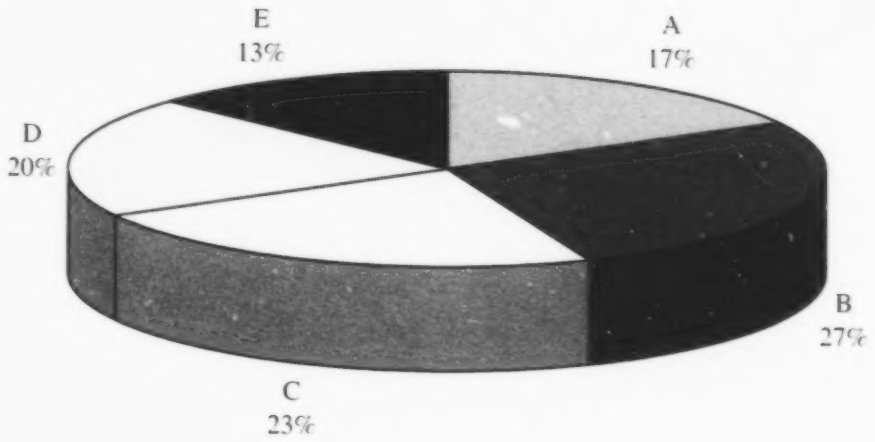
Task 15 Prices products.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	25	30	30	NV	30	NV	25	10	10	35	20	NV	24%

Task 16 Processes financial transactions.

	NL	NS	PE	NB	QC	ON	MB	SK	AB	BC	NT	YT	NU	
%	NV	35	35	30	NV	20	NV	20	25	50	30	40	NV	32%

PIE CHART*



TITLES OF BLOCKS

Block A	Occupational Skills	Block D	Warehousing and Inventory
Block B	Customer Service	Block E	Business Practices
Block C	Parts Acquisition		

* Average percentage of the total number of questions on an interprovincial examination, assigned to assess each block of the analysis, as derived from the collective input from workers within the occupation from all areas of Canada. Interprovincial examinations typically have from 100 to 150 multiple-choice questions.

TASK PROFILE CHART – PARTSPERSON (2005)

BLOCKS	TASKS	SUB-TASKS				
A OCCUPATIONAL SKILLS	1. Uses tools and equipment.	1.01 Uses catalogues and price lists.	1.02 Uses hand tools.	1.03 Operates power tools.	1.04 Operates warehouse tools and equipment.	1.05 Uses measuring and testing tools and equipment.
		1.06 Operates business machines.	1.07 Operates computers.	1.08 Uses personal protective equipment (PPE).	1.09 Uses safety equipment.	
	2. Organizes work.	2.01 Interprets documents.	2.02 Maintains safe work environment.	2.03 Prioritizes tasks.		
	3. Communicates with others.	3.01 Communicates in person.	3.02 Communicates by writing and illustrations.	3.03 Communicates by phone.		
B CUSTOMER SERVICE	4. Services retail customers.	4.01 Identifies retail customers' needs.	4.02 Refers retail customers to technical experts.			
	5. Services wholesale customers.	5.01 Facilitates technical information sharing.	5.02 Facilitates training to wholesale customers.			
	6. Services internal customers/ technicians.	6.01 Supplies shop equipment.	6.02 Maintains parts records for internal customers.			
	7. Provides general customer service and support.	7.01 Prepares customer quotes.	7.02 Provides product to customer.	7.03 Provides value-added services.	7.04 Records customer information.	7.05 Provides follow-up service.

BLOCKS	TASKS	SUB-TASKS				
C PARTS ACQUISITION	8. Identifies parts.	8.01 Identifies parts function.	8.02 Identifies parts application.	8.03 Identifies parts number.		
	9. Searches inventory for parts.	9.01 Identifies bin location.	9.02 Picks parts and material.			
	10. Sources parts.	10.01 Identifies suppliers.	10.02 Purchases parts.	10.03 Arranges for shipment.		
D WAREHOUSING AND INVENTORY	11. Handles parts and materials.	11.01 Creates storage design layout.	11.02 Handles specialized products.	11.03 Rotates stock.	11.04 Places inventory in designated location.	
	12. Manages inventory.	12.01 Manages core and warranty inventory.	12.02 Maintains stock levels.	12.03 Registers lost sales.	12.04 Partici-pates in periodic physical inventory count.	12.05 Maintains supersession records.
	13. Performs shipping/receiving duties.	13.01 Verifies incoming shipment.	13.02 Records order discrepancies.	13.03 Prepares shipment.	13.04 Ships products.	
E BUSINESS PRACTICES	14. Promotes products and services.	14.01 Displays products and literature.	14.02 Recommends product to customer.	14.03 Recommends services to customer.	14.04 Upsells related products.	
	15. Prices products.	15.01 Labels products.	15.02 Calculates additional costs.	15.03 Overrides price.		
	16. Processes financial transactions.	16.01 Accepts payments.	16.02 Generates invoices.	16.03 Processes customer warranty returns.	16.04 Processes day end reports.	